

VOICE

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Melville Housing
SUSTAINABLE THRIVING COMMUNITIES

Issue 63 - Winter 2025/2026



Tell us about rents
for the coming year



Last call for
community causes



Protecting your
home this winter



Inside your Winter Voice

Celebrating 30 years of Melville

Newsletter for tenants of Melville Housing Association

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Welcome to a special anniversary edition of Voice! As Melville proudly celebrates 30 years, we're delighted to share the stories, achievements and community spirit that have shaped our journey. In this issue you'll find highlights from our celebrations, a 30th anniversary prize quiz and a final opportunity to get involved with 30 years – 30 donations. We're also thrilled to announce this year's garden contest winner, alongside all the usual news and advice. Thanks for being part of Melville's journey - here's to the next 30 years!

Kirsten, Depute CEO

Rents for the coming year

Every year we ask you, our tenants, for your views on rent levels for the year ahead (from 1 April 2026).

In the past, our Management Board has used a number of approaches when deciding rent increases. During and after COVID, we kept increases as low as possible to support tenants through a difficult time. Before that, increases were usually set around the rate of inflation.

Now, like many other housing associations, our Board aims to set rents at a level that keeps the organisation healthy in the long term.

To make their decision, the Board will look at several factors, including:

- Inflation (currently sitting between 3.5% and 4%)
- Our long-term maintenance plans
- Scottish Government requirements on things like sustainability and health and safety
- Contractor and repair costs

Although the Board makes the final decision, your views are an important part of the process. We really want to hear how any rent change might affect you.

Please take a few minutes to fill in our short online survey on our website. Everyone who replies by 5pm on Thursday 15 January 2026 will be entered into a prize draw to win a £50 voucher.

If you - or any Melville tenant you know - would prefer a paper copy of the survey, just get in touch and we'll send one out.

I still want to receive paper copies of things like Voice and the rent survey, what do I do?

No problem. We're happy to continue posting out information to anyone who can't access it digitally, or who just prefers to receive a paper copy. Just let us know by email to dhughes@melville.org.uk or call 0131 561 6466 and leave your name and address.

New tenant portal is now up and running

Our new tenant portal has been live for a few months, and we're delighted to see so many of you already using it. If you haven't signed up yet, this is a great time to get started.

The portal gives you a quick, convenient way to manage your tenancy online whenever it suits you. Once registered, you can:

- View your rent account in real time - check your balance and recent payments instantly
- Send us messages online - contact us easily without waiting on the phone
- Report repairs - tell us about issues in your home as soon as they appear

And there's more to come. We're working on new features, including the ability to book repair appointments directly with R3. This isn't available yet, but we'll keep you updated as new services go live.

Not signed up yet?

Email us at info@melville.org.uk (or give us a call) and start enjoying faster, simpler access to your tenancy information.

Last call for community causes!



To celebrate our 30th anniversary, we set up something special this year: 30 charitable donations for 30 years, supporting the local groups and projects that help our

communities thrive.

Over the past few months, we've been delighted to hear from a wide mix of organisations. Sports clubs, music groups, gardening projects, and those tackling food insecurity have all stepped forward to share the brilliant work they're doing.

We're now nearing the end of the scheme, and only a small amount of funding remains. This is your final opportunity to put forward a group, charity, or community project that you think would benefit from a donation.

We want tenants to guide where the last contributions go. If there's

a cause you care about or a local organisation you feel could use an extra boost, we'd love to hear from you.

To nominate, just send an email to info@melville.org.uk with a short note explaining why the group deserves support. Every submission will be considered as we allocate the remaining funds.

As we celebrate 30 years, we're grateful for the dedication, energy, and community spirit shown by so many of you. Help us finish this anniversary project on a high by putting forward the causes that matter most to you.

Dalkeith Petanque

Just one of the good causes that we've donated to over the past few months, Dalkeith Petanque received funding to help pay for a new sign for the club that's been going from strength to strength since it was set up in 2024. Pictured is club founder Sandy Howden (left) who popped down to the office for a photo recently.

Celebrating 30 years of Melville

This year marks a special milestone for Melville – on 30 October we celebrated turning 30, that's 30 years of providing affordable homes and community support across Midlothian! Since 1995 we've grown and our services have evolved but we've always put tenants at the heart of everything we do.

A recent event in Dalkeith, celebrating the day in 1995 when Melville took over from Scottish Homes, brought together tenants, partners, staff and board members past and present. It was a chance to look back on three decades of hard work, progress and the positive difference Melville has made to thousands of households. We also took the opportunity to look ahead, with the launch of our new Corporate Strategy for 2026-2031. This five-year plan renews our commitment to quality homes, excellent services and strong partnerships in our communities.

“Reaching 30 years shows the dedication of our staff, the support of our tenants, and the strength of our partnerships,” said Melville Chief Executive John McMorrow. “Our new Corporate Plan sets a clear direction for the future – building on our strengths, investing in our homes and continuing to be an organisation tenants can rely on.”

Melville's longest-serving employee who's been with us from the start, Head of Housing Jane Burnett, also shared her pride in how far we've come.

"The Melville of today is almost unrecognisable from the organisation I was part of 30 years ago," said Jane. "Housing, society and expectations have all changed massively and as an organisation Melville has had to change with them but I'm very proud of the part I've played. What hasn't changed is our commitment to both supporting tenants and investing in our homes and communities, and I look forward to this continuing for the next 30 years."

Housing may have changed over the years, but our commitment to tenants remains as strong as ever. Here's to the next 30 years – and beyond!





New Corporate Plan



Launched to coincide with our 30th anniversary celebrations, we've unveiled our new Corporate Plan 2026-2031, setting the course for the next five years of growth, innovation, and impact.

The world around us is evolving faster than ever — with new technologies and changing customer expectations. Our strategy is designed to tackle these challenges head-on while seizing the opportunities that come with transformation.

This strategy represents more than a plan — it's our shared commitment to build a stronger, more resilient, and future-ready organization. Together, we'll shape a thriving future for our customers, our communities, and our people.

Read the corporate plan at www.melville.org.uk or contact us and we'll send you a copy.

Hat trick for green fingered star



A huge congratulations to Ms Diane Wright of Woodburn Place, near Dalkeith, who's done it again — winning the Baxter Keiller Award for the best Melville Housing Association garden for a record third time!

The judges praised Diane's garden for its variety, colour and vibrancy, as well as the careful planning and hard work that went into creating such a wonderful outdoor space.

This win makes Diane a record-breaking three-time champion — and what better year to do it than Melville's 30th anniversary!

"Congratulations to Diane for her latest well-deserved win," said John McMorrow, Melville's Chief Executive. "Her garden always brings a smile to everyone who sees it."

However, we didn't receive as many entries as usual this year — so we're asking you: should we keep the garden competition going next year?

Tell me more

The 'Baxter Keiller Award' is named in honour of a keen Mayfield gardener and Melville tenant who sadly passed away in 2014. Melville set up a gardening competition to recognise the work done in 2007 by Baxter, along with his neighbour Christine McGrouther, transforming a patch of Mayfield wasteland into a fantastic community garden.

Given the shortage of entries this year we haven't yet made a decision on whether the contest will return in 2026. If you want to let us know what you think just get in touch in any of the usual ways.

Anniversary quiz - Enter for a chance to win £50

Celebrate Melville's 30th birthday with our special anniversary quiz! Test your knowledge of 1995's music, sport and memorable moments as we look back on the year Melville began. Just email your answers to info@melville.org.uk and all entries received by 5pm on Thursday 29 January will enter a draw for a £50 first prize. Good luck!

Round 1: Melville Memories

- 1 How many homes did Melville Housing Association own when it started life on 30 October 1995?
- 2 What was the name of Melville Housing Association's very first Chief Executive (scour the history page on our website for the answer to this one)?
- 3 How many current members of staff have worked for Melville for its entire 30 year history?
- 4 Name one town or area, not in Midlothian, where Melville provides housing.
- 5 What's the name of Melville's biggest development to date and for an extra point, what year was it completed?
- 6 Name a UK Prime Ministers who have given a speech at the Dalkeith Corn Exchange? (there have actually been three!)



Round 2: The Year It All Began

- 7 Which famously grey politician (at least according to Spitting Image) was Prime Minister of the UK in 1995?
- 8 An average pint of beer would cost you how much more in 2025 than it would have in 1995?
- 9 Which football team won the Scottish top flight league title in 1995?
- 10 Which games console appeared on the UK market for the first time in September 1995?
- 11 What was the average price of a house in the UK in 1995? (Closest answer wins!)
- 12 Peter McNeeley was the first opponent of which boxer after his 1995 return to the ring following his release from jail?



Round 3: 1995 – Music and Film

- 13 What song was number one in the UK charts the week Melville was founded (30 October 1995)
- 14 Released this year, which blockbuster movie featured the voice talents of a man who (in another film) had a ball as a friend?
- 15 Who sang the theme tune of the Bond film that came out this year?
- 16 The singer of the Grateful Dead died this year. What's the name of the Ben and Jerry's ice cream flavour named after him?
- 17 Which popular singer and dancer broke millions of hearts when he left Take That in 1995?
- 18 Which actor who starred as Roald Dahl's Willy Wonka was born this year?



Help and advice

Make sure you don't miss out on the latest benefits news. To get up-to-date information, including breaking news on benefit changes, visit our website or 'like' our Facebook page.

UK Government scraps two-child limit

The Government's 2025 Autumn Budget has removed the long-standing two-child limit on Universal Credit - meaning families will once again receive support for all their children, not just the first two.

According to official estimates, this change could lift around 450,000 children out of relative low income over the next few years, easing financial pressures - especially for larger families - and improve household stability.

For many the reform is a welcome step toward reducing child poverty and while it remains to be seen how households will benefit in practice under the new rules, the change does mark a major shift in UK welfare policy.

The Scottish Government had already planned to effectively scrap the cap from March 2026 by introducing a two-child limit payment to replace the value of the Universal Credit child element.

Winter Fuel Payment scams - stay alert!

There has been a sharp increase in scam text messages aimed at pensioners ahead of the Winter Fuel Payments due to be paid around now. Reports show a rise of more than 150% in just one week, as criminals try to trick people into giving away personal or bank details.

These messages often claim to be from government departments and say you need to apply for your Winter Fuel Payment. This isn't true. Winter Fuel Payments are made automatically, so you do not need to apply, respond, or give out any information by text. The government will not contact you by text to ask for your bank details.

What should I do if I get a message?

If you receive a message about Winter Fuel Payments, do not reply and do not click any links. Forward the text

to 7726 free of charge so phone networks can take action. After reporting it, delete the message from your phone.

If you feel unsure about a message or want advice, you can contact Independent Age on 0800 319 6789 for free, confidential support.

Please stay alert, take care of your personal information, and help others by spreading the word. Scammers often target people who may be worried about heating costs, especially at this time of year. Knowing the facts is the best way to stay safe.

We would also encourage all tenants to be cautious and look out for neighbours who may be at risk. A few moments of care could prevent someone having money stolen this winter.

Important update on energy costs

From this coming January, the energy price cap set by the regulator Ofgem will increase slightly – pushing the average annual bill for a typical dual-fuel household to around £1,758.

This means that if you pay by direct debit on a default tariff, you can expect your monthly energy costs to rise by roughly 28p per month. While not a huge amount, even small increases can be tough to manage and because the price

cap covers the cost per unit of gas and electricity (and standing charges), tenants who use more energy - for heating, hot water or appliances - may see a larger increase.

If you're worried about rising bills, it's worth checking whether you are on the best available tariff and using energy-saving measures where possible.

“As someone who suffers from physical and mental health issues which tend to dominate my life, the help and reassurance I received from my benefits advisor was absolutely crucial. A genuine and kind man who is an asset and a credit to Melville.”

Mr D - A grateful Melville tenant

How our benefits team can help

Mrs R was referred to Melville’s Welfare Benefits Team shortly after her husband passed away. When she came to us her Housing Benefit had already stopped, and she was unsure what financial support she could get. This put her under both emotional and financial pressure, so she needed help right away.



We spoke with Mrs R to get a full picture of her situation, including the costs she faced. During this conversation, we found several benefits she could claim but hadn’t yet applied for. We helped her receive:

- £1,500 towards funeral costs**
- A lump sum of £2,500 and monthly payments of £100 in Bereavement Support, helping her manage her finances**

We then made sure Universal Credit, Council Tax Reduction and Discretionary Housing Payment were transferred into her name, and we monitored the claims to make sure everything was paid correctly.

The Welfare Benefits Team acted quickly to make sure Mrs R didn’t face extra financial hardship and received all the benefits she was entitled to. The combination of one-off and ongoing payments, along with updated benefit claims, gave her financial stability and reduced stress while she came to terms with her loss and the challenges ahead.

Get in touch



If you need any advice on benefits, or if you have energy debts or are struggling with money, please get in touch. John Scott and Barry Smith, Melville’s two dedicated Welfare Benefits Advisers, are available to help all Melville tenants and members of their households. Help is also available from independent organisations such as Citizens Advice.

John Scott (jscott@melville.org.uk) 0131 561 6481

Barry Smith (bsmith@melville.org.uk) 0131 561 6482

Property News



Noticing a drip, a squeak, or something that's not quite right in your home? Don't wait – letting it go can turn a small issue into a bigger one and cause unnecessary disruption to daily life that no one needs.

The good news? Reporting is easy! You can call us, send an email, use the tenant portal, or submit a request through our website. Letting us know early means we can get the repair sorted quickly so your home stays safe, well-maintained, and everything works as it should!

Protecting your home this winter



Winter seems to be getting wilder each year, with storms and strong winds often causing more trouble than snow and ice. So, what advice do we have to help you keep your home safe and cozy during the colder months?

Clear your gutters	Clear any rubbish/leaves from your gutters to prevent a build-up which could result in them collapsing, or the water finding a way inside your home and causing damp. This can be a tricky job, especially working at height, so if you need help just let us know.
Prepare your garden for storms	Making sure your garden is clear and clean is always a good idea. Secure anything that could be caught by the wind such as trampolines, garden furniture and wheelie bins.
Prepare for power cuts	Power cuts are a real nuisance at any time of year but particularly so in winter when it's cold and dark. Making sure you know where your fuse box is will help you look after yourself and your home. Having torches, charged power banks or even candles to hand will also help. Extended power outages should be reported to Scottish Power on 0800 092 9290.
Protect your pipes	Avoid frozen and burst pipes by following these simple steps: <ul style="list-style-type: none">If you have pipes and tanks in unheated loft spaces, open the hatch during icy weather to allow the warmer air from downstairs to rise and keep the chill off.Similarly, if you have pipes or tanks inside cupboards, open up the cupboard doors during spells of really chilly weather so the air from warmer parts of your home can circulate around them.To stop your pipes from freezing during cold weather you need to make sure it doesn't get too cold inside. Experts recommend keeping your thermostat set to at least 7°C - even if you're not at home.Make sure you know where to find your stop valve so that you can turn the water off at the mains if you go away for more than a day or two during cold weather. If you need help locating your stop valve speak to our Property team.

Make sure your things are insured

Floods caused by frozen and then burst pipes are one of the biggest dangers to your home in the winter months. And the last thing you want over the winter is to be hundreds or even thousands of pounds out of pocket following a spell of cold weather!

You should make sure you have home contents insurance so that your carpets and possessions are protected in the event of flooding (or fire).

You choose which insurance company you want to use. For information the SFHA Diamond scheme, underwritten by Royal & Sun Alliance, has been designed especially for tenants and is delivered at a fair price.

To find out more, or to request an application form, visit www.sfha.co.uk/diamond-insurance.

Melville recognised for boosting home safety



Melville's efforts to tackle one of the biggest challenges in housing today have been recognised with a national award, Best Use of Data and Technology, at the Housing Executive Awards 2025!

The award celebrates the work we're doing, alongside our partners at Aico, to improve home conditions for tenants, using new technology to tackle damp, mould, and poor indoor air quality.

What this means for you

Over the past year, we've been rolling out HomeLINK Gateways and Environmental Sensors in properties across our communities. These intelligent sensors monitor things like:

- **Temperature**
- **Humidity**
- **Carbon dioxide levels**

With this real-time information, our teams can identify potential problems early - often before they become noticeable - allowing us to take action sooner and help keep homes dry, fresh, and comfortable.

"Good indoor air quality is a vital part of a healthy home," said Property Manager David Todd. "We use the data from HomeLINK Sensors to guide improvements and ensure we're tackling air quality issues effectively."

Why this award matters

Winning this award is a fantastic recognition of Melville's commitment to tenant safety and wellbeing. It shows that by using data smartly, we can:

- **Reduce the risk of damp and mould**
- **Improve indoor air quality**
- **Cut down on avoidable repairs**
- **Make homes healthier and more comfortable to live in**

Looking ahead

Our work doesn't stop here. We'll continue exploring new ways to make Melville homes safer, healthier, and more energy-efficient - because every tenant deserves a warm, safe, and comfortable home.

Preventing condensation and mould

Condensation and mould are a problem for most of us, particularly during the cold, damp Scottish winter. We can fit detectors in homes where there's a persistent problem that won't go away but in most cases following a few simple steps should reduce the risk:

1. **Open windows as often as you can but especially first thing in the morning. This lets fresh air in and moist air out**
2. **When using the shower or bath, or when cooking, keep the door closed and open a window or use your extractor fan (these use surprisingly little power)**
3. **Keep lids on pans when cooking**
4. **When drying clothes indoors, use a room with good ventilation like the bathroom or kitchen, with the doors closed and a window open or fan on**
5. **Wipe away any water on your windows as soon as you notice it**
6. **Remove mould as soon as it appears, preferably with a mould cleaning product**
7. **Make sure furniture is away from radiators and external walls as this stops air moving around your home**

Damp and mould are usually due to everyday living but sometimes they can be caused by an issue with your property. If you have tried our tips but it's not helping, please let us know. It could be that there's a problem that we need to look at.

Oakwood Edge picks up prestigious award



Melville Housing and Lovell Partnerships are delighted to have won the Chartered Institute of Housing (CIH) Excellence in Affordable Housing Award for the Oakwood Edge development in Mayfield.

The £7.1 million development, supported by £3.94 million of Scottish Government funding, was completed last year, and has delivered 39 much needed high-quality, energy-efficient affordable homes as part of a wider 156-home site.

The award recognised the efforts to prioritise energy efficiency at the development with all homes fitted with solar panels, water-saving features, and access to shared electric vehicle charging. Every property has a strong EPC rating of B, which means lower energy use and running costs. Four homes have also been upgraded to Net Zero standard and are being monitored to help shape future green housing plans.

Sitting alongside private housing to create a community where everyone is included, the development has also achieved Secured by Design Gold status for its strong security features.

Community benefits have been significant, including training and job opportunities, support for local groups, and energy-saving appliances for residents. Feedback from tenants has been very positive, and this award highlights what strong partnerships can achieve.

Looking for a new home?

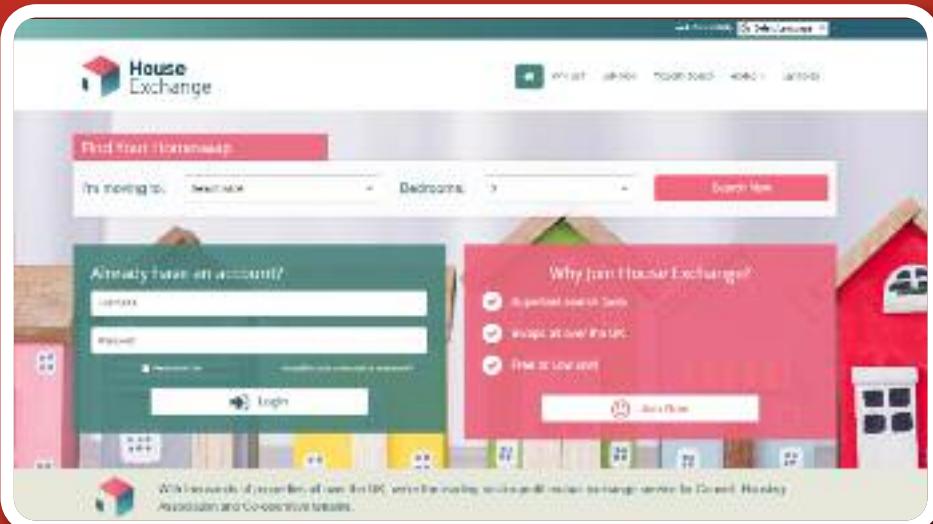
Are you thinking about moving but want to stay in social housing? Melville Housing is exploring whether there is enough tenant interest to join House Exchange, a UK-wide service that helps social housing tenants swap homes.

House Exchange (www.houseexchange.org.uk) is designed for people seeking a move because they need more space, want to downsize, are relocating for work, or want to be closer to family and support networks.

Instead of waiting on a transfer list, tenants can advertise their current home and search for others who may be looking for exactly what you have. With thousands of properties listed across the UK, the service can open up opportunities that might otherwise be difficult to find.

At the moment, because Melville Housing is not a member, tenants have to pay to use House Exchange. Current prices are £9.99 for 3 months, £14.99 for 6 months, or £19.99 for 12 months. If Melville were to pay to join the scheme, tenants could register for free, create a profile for their home, upload photos, and browse potential matches. The platform also supports multi-way swaps, making it easier to find a move that suits everyone involved.

We are keen to understand whether this service would be useful. If you think you might be interested in using House Exchange, or would simply like to know more, please let us know. Your feedback will help us decide whether to take the next step.



Busy time for tenant reps



Hello and welcome to our regular tenant participation update!

I'm Dan, Melville's lead officer for tenant participation. It's my turn to share what your tenant reps and I have been working on over the past few busy months.

At our most recent meeting in October, we talked about lots of different things, but the main focus was how Melville's been performing over the past year. We looked at repairs, how we allocate homes, the support we offer tenants, and how rent collection is going.

Everyone was glad to see how much help is available for tenants who need it, while there's a bit of work to be done on repairs satisfaction, however overall things are looking good.

It was great to see so many tenants - and many of our tenant reps - at Melville's 30th anniversary celebration at the end of October. We had really positive feedback, and it looked like everyone enjoyed the day. Thanks to everyone who came along!

The group also got an early look at the new tenant report, which is now available on Melville's website. It's been designed to be simple and easy to use, so if you haven't seen it yet, I'd definitely encourage you to check it out.

We also spoke with tenant reps about the annual tenant diary and handbook that we send out every December. This is one of our last big mailings, and we want to make sure it's still useful. The reps agreed that it is, so we'll keep producing and posting it, but we'll continue to review it in future.

Now that winter is here - and with energy costs and other bills still high - it's really important we look after ourselves and each other. If you're having a hard time, or if you know someone who is, please reach out for help, whether from Melville or another organisation. Most importantly, it's up to all of us to make sure no one is left feeling cold, alone, or unsupported this festive season.

Merry Christmas, and thanks for reading!

Dan

Area	Tenant rep
Gorebridge, Newtongrange	Ellie Cairns
Penicuik, Bilton, Loanhead	Steven Jamieson
Bonnyrigg, Poltonhall, Rosewell	Andrew Hiddleston, Gill Pennie, Liz Coyle and Janet Harvey
Mayfield	Belinda Maciver and Barbara Shearer
Easthouses	Cathy Hanlan
Westhouses (Mayfield), Pathhead	Position vacant
Dalkeith	Iain Lawson
Danderhall	Christina Bain
Woodburn	Eileen McLaren
Lanarkshire, Edinburgh, East Lothian	Position vacant

Fancy becoming a rep and getting £20 for every meeting you come to?

Email mytenantrep@melville.org.uk or call 0131 561 6466

Over to you...



If you experience good or poor service, please let us know. We always like to hear about good service so we can share with those involved, but finding out when things have gone wrong is even more important as it gives us the chance to put things right. We don't have room to give a response to your comments and complaints here but as long as you provide contact details we always reply directly when issues are raised.

July to October complaints



Frontline (stage 1) complaints

36

Upheld

13

Average Response Time

5.6 days



Investigation (stage 2) complaints

8

Upheld

2

Average Response Time

10.8 days

**Repairs
(11 complaints)**

Policy/procedure (9)

Heating/hot water (4)

Other contractor (3)

**Poor service/comms
(excl repairs/gas) (3)**

Property condition (2)

Staff behaviour (3)

ASB handling (1)

Allocations (4)

Charges/rent (1)

**Unresolved
Property issue (1)**

Other issue (1)

What you told us

“ Rent rises continually with zero investment in our home or opportunity to achieve a new home. ”

“ No concerns everyone always helpful and polite when calling Melville. ”

“ Our rent was put up so a better company could do repairs. We have had to wait MONTHS for repairs to be actually fixed. Waiting in multiple times for workmen to come. Having to chase up jobs that need repaired. The company is not much better than the previous company used. ”

“ It would be nice for Melville to maintain properties better and no just structural works. ”

“ A neighbourhood walk round would be beneficial as some properties are not looked after on the outside. ”

“ Office being closed on a Friday it's a little inconvenient but apart from that very happy with the service. ”

“ All staff that I have had contact with have been helpful and friendly. ”

“ Barry is very knowledgeable and always responsive to my questions. ”

“ Our housing officer Caroline Langton is amazing! She's been helping sort out a noisy neighbour across from us. She's been keeping me updated on trying to solve the problem. ”

“ Steven the housing officer was really good. He was very efficient at arranging repairs and feel he carried out the inspection of the repairs thoroughly. All people that I spoke to on the phone were very helpful and friendly. ”

“ I emailed pics of the front of my house and within hours I had a phone call to have the work booked in. Thanks again Melville. ”

“ I think John Scott is doing a brilliant job keep up the good work. ”

“ Staff are all really nice but the property we live in hasn't had any upgrades in years and is in real need of investment. ”

“ Staff always helpful repairs are amazing especially when the heating or water system isn't working. ”

“ I have been a tenant for over 30 years and since Melville have been the landlord I have been very happy with all the service they have given me including the welfare officers and the office staff. ”

“ Communication on rent increase I feel could be put to tenants in a better manner. Most tenants feel you're not listening. ”

“ Instead of waiting a week or more for a repair, try and offer a quicker service. ”

“ Get workmen who care and a service that gives an hour slot. Being told your repair could be anywhere from 8-1 or 1-5 isn't great. ”

“ I have been a tenant for over 30 years and since Melville have been the landlord I have been very happy with all the service they have given me including the welfare officers and the office staff. ”

“ I have always found Melville to be helpful with any information I have requested. The staff have always been good to deal with. ”

News in brief

New website on the way

We're excited to announce that a brand-new Melville website is coming in the new year. After nearly 10 years with our current site, we're updating and improving the experience while keeping all the features you rely on. The new site will be cleaner, easier to navigate, and designed to help you find what you need quickly. We look forward to sharing a fresh, modern platform built with you, our tenants, in mind.

Tenant Report now available

This year's Tenant Report, created with help from our Tenant Rep group, is now available to download on our website. It explains how we've done over the past year, using the information we sent to the Housing Regulator in our Annual Return on the Charter.

If you'd prefer a paper copy, an audio version, or a translation into another language, please contact us in the usual way.



Festive prize draw winner

A nice wee Christmas present is on its way to Julie Windsor winner of our quarterly satisfaction survey draw. Julie, who lives in Bonnyrigg, picked up a £50 voucher just for replying to our satisfaction survey text and completing a short online form. Remember, almost all Melville feedback is now done digitally so to be in with a chance of winning make sure you let us know how we're doing after you've used any of our services.

Join us on Facebook



Join our growing Facebook community. We currently have more than 2,100 people following us but we're always keen to find more. By joining us on Facebook you get to hear the latest Melville and community news first, tell us what you think of us, and even enter prize competitions. Visit us at www.facebook.com/melvillehousing

Online services don't stop for Christmas

Melville's last office day before Christmas will be Thursday 18 December however staff will be available until we close for the festive period at 12.30pm on Tuesday 23 December. Staff will be available again from 9am on Monday 5 January 2026.

While we're closed many of our services will be available online and through our automated switchboard and you'll still be able to:

- Report emergency repairs by calling 0131 654 2733. Follow the instructions and you'll be directed to the right people to speak to
- Pay your rent, and any rent arrears, as normal by phoning 0330 041 6497, by visiting our website or at any shop displaying the PayPoint logo

More detailed information is available in your 2026 diary and handbook, sent out to all tenants in December.

**Wishing you and yours a very merry Christmas
and a prosperous 2026!**